

In the Claims:

1. (Currently Amended) A computer-implemented method of managing a call center using relationships, said call center including a plurality of different resources for handling telephone calls and communication contacts, said method comprising:

establishing call center resource data corresponding to said plurality of different resources available within said call center;

presenting to a user said plurality of different resources defined by said resource data;

receiving user selections of selected resources from said plurality of different resources presented to said user;

assigning said selected resources to a relationship profile;

assigning a relationship key field corresponding to said relationship profile to said call center resource data for each of said selected resources assigned to said relationship profile; and

using said relationship key field to manage said call center; wherein said call center resource data is organized by function into a plurality of resource categories, further including the steps of:

presenting to said user said plurality of resource

categories;

presenting a user with a plurality of statistics display options corresponding to a plurality of resource relationship profiles;

receiving a user selection of a selected statistics display option corresponding to a selected resource relationship profile;

obtaining call center statistics from said plurality of resources having a matching resource relationship key field matching a selected resource relationship key field of said selected resource relationship profile;

displaying said call center statistics from said plurality of different types of resources having said matching resource relationship key field; and

receiving a user selection of a selected resource category, wherein said plurality of resources within said selected resource category are presented for selection by said user; and

wherein said plurality of resource categories include inbound dialed number identification service (DNIS), queues, agent workgroups, individual agents, campaigns, and call tables.

In re: Anderson et al.  
Filed: November 1, 1999  
Serial No.: 09/431,017  
Page 4

2. (Canceled)

3. (Canceled)

4. (Canceled)

5. (Currently Amended) A computer-implemented method of managing a call center using relationships, said call center including a plurality of different resources for handling telephone calls and communication contacts, said method comprising:

establishing call center resource data corresponding to said plurality of different resources available within said call center;

presenting to a user said plurality of different resources defined by said resource data;

receiving user selections of selected resources from said plurality of different resources presented to said user;

assigning said selected resources to a relationship profile;

assigning a relationship key field corresponding to said relationship profile to said call center resource data for each of said selected resources assigned to said relationship profile; and

using said relationship key field to manage said call center;

obtaining call center statistics from said plurality of resources having a matching resource relationship key field matching a selected resource relationship key field of said selected resource relationship profile;

In re: Anderson et al.  
Filed: November 1, 1999  
Serial No.: 09/431,017  
Page 6

displaying said call center statistics from said plurality of  
different types of resources having said matching resource  
relationship key field;

wherein said relationship key field is used to control  
defining of call center strategies.

6. (Currently Amended) A computer-implemented method of managing strategies and actions in a call center, said method comprising:

    establishing action detail data defining generic actions that can be taken in said call center;

    establishing goal data defining goals that can be set within said call center;

    presenting to a user said generic actions defined by said action detail data;

    receiving at least one user selection of a selected generic action from said generic actions;

    displaying action detail data for said selected generic action;

    receiving user-defined action detail data specific to said call center;

    adding said user defined action detail data to said generic action detail data to create an available action;

    presenting to said user said goals defined by said goal data;

    receiving at least one user selection of a selected goal from said goals;

    receiving at least one user-defined threshold for said selected goal;

receiving a user selection of at least one selected available action from said available actions; and

assigning said at least one selected available action to said at least one user-defined threshold for said selected goal such that said selected available action occurs when each said at least one user-defined threshold is reached;

obtaining call center statistics from a plurality of different types of call center resources having a matching resource relationship key field;

creating a graphical user interface for presenting said call center statistics from said plurality of different types of resources having said matching resource relationship key field.

7. (Original) The method of claim 6 wherein said at least one user-defined strategy threshold includes multiple levels of user-defined strategy thresholds, and wherein at least one of said available actions is selected and assigned to each of said user-defined strategy thresholds.
8. (Original) The method of claim 7 wherein said multiple levels of strategy thresholds include an optimization minimum, an optimization realization, and an optimization maximum.
9. (Original) The method of claim 6 wherein said goals are organized in goal categories, and further including the step of:
  - presenting said goal categories to said user;
  - receiving a user selection of a selected goal category from said goal categories, wherein said goals within said selected goal category are presented for selection by said user.
10. (Original) The method of claim 6 wherein a plurality of selected goals, user-defined thresholds, and selected available actions are received and assigned to create at least one strategy

profile.

11. (Original) The method of claim 10 wherein a library of strategy profiles are created such that said user can select a strategy profile from said library of strategy profiles depending upon a desired strategy to be implemented in said call center.

12. (Original) The method of claim 6 wherein a plurality of available actions are created.

13. (Currently Amended) A method of monitoring and presenting call center statistics in a call center, said method comprising:

establishing a plurality of resource relationship profiles defining a plurality of relationships between different types of call center resources;

establishing a plurality of call center strategy profiles defining a plurality of call center strategies, each of said call center strategies including a plurality of goals having at least one user-defined strategy threshold;

receiving call center statistic data pertaining to said call center resources;

presenting a user with a plurality of statistics display options corresponding to said resource relationship profiles;

displaying said call center statistics data pertaining to said call center resources assigned to said resource relationship profile corresponding to a selected statistics display option selected by a user from said plurality of statistics display options; and

providing an indication when said user-defined strategy threshold of one of said plurality of goals has not been reached.

14. (Original) The method of claim 13 wherein said call center statistics data includes call center queue statistics data.

15. (Original) The method of claim 14 wherein said call center queue statistics data is organized and displayed according to call center tasks.

16. (Original) The method of claim 15 wherein said call center tasks include inbound, outbound, e-mail and web chat.

17. (Original) The method of claim 15 wherein said queue statistics data is further organized and displayed according to task classes within each of said call center tasks, and further including the steps of:

presenting said user with a plurality of task statistics viewing options corresponding to each of said task classes, wherein said contact statistics data within at least one of said task classes corresponding to a selected task statistics viewing option is displayed.

18. (Original) The method of claim 17 further including the steps of:

presenting said user with task statistic viewing option preferences, allowing said user to create a user-defined task statistics viewing option.

19. (Original) The method of claim 17 wherein said task classes include service level, volumes, agent, results, routing and IVR.

20. (Original) The method of claim 13 further including the step of:

presenting said user with a plurality of view formats pertaining the level of detail and format of said call center statistics data to be displayed.

21. (Original) The method of claim 20 wherein said view formats include a summary statistics format and a detailed graphical statistics format.

22. (Original) The method of claim 13 wherein said indication includes a change in color of a display region containing said call center statistics data corresponding to said one of said plurality of goals in which said user-defined threshold has not been reached.

23. (Original) The method of claim 13 wherein said call center statistics data includes call center agent statistics data organized and displayed according to agents.

24. (Original) The method of claim 23 further including the steps of:

presenting said user with a plurality of statistics viewing options corresponding to the type of agent statistics to be displayed when a selected statistics viewing option is displayed.

25. (Currently Amended) A call center resource relationship management system for use in a call center, said call center including a plurality of different resources used for handling telephone calls, said system comprising:

call center resource data defining a plurality of different types of call center resources in said call center; and

a relationship manager, responsive to a user input, for accessing said call center resource data, for creating a graphical user interface presenting said plurality of different call center resources defined by said call center resource data to said user, for assigning user-selected resources to a relationship profile, and for associating a relationship key field to said call center resource data corresponding to each of said user-selected resources; for obtaining call center statistics from said plurality of different types of call center resources having a matching resource relationship key field matching a selected resource relationship key field of said selected resource relationship profile, for creating a graphical user interface for presenting said call center statistics from said plurality of different types of resources having said matching resource

relationship key field;

wherein said plurality of different call center resources are organized into resource functional categories including agents, agent workgroups, devices, queues, applications, campaigns, and call tables.

26. (Canceled)

27. (Original) The system of claim 25 wherein said system is implemented on at least one personal computer utilizing a WINDOWS-based operating system.

28. (Currently Amended) A call center strategy and action management system for use in a call center, said system comprising:

action detail data defining a plurality of generic actions that can be taken within said call center;

an action builder, responsive to a user input, for accessing said action detail data, for creating a graphical user interface presenting said generic actions to a user for selection, for combining user-defined specific action details with user-selected generic actions to build user-defined available actions in said call center;

goal data defining goals to be achieved within said call center; and

a strategy manager, responsive to user input, for accessing said goal data, for creating a graphical user interface presenting said goals and said available actions to said user for selection, and for assigning at least one user-defined threshold to a user-selected goal and for assigning at least one user-selected available action to said user-defined threshold such that said user-selected available action will occur when said user-defined

threshold is met, for obtaining call center statistics from a plurality of different types of call center resources, for creating a graphical user interface for presenting said call center statistics from said plurality of different types of resources.

29. (Original) The system of claim 28 wherein said goals are organized according to goal categories including at least one of system event goals, service level goals, volume goals, agent goals, device goals and time of day goals.

30. (Original) The method of claim 28 wherein said at least one user defined threshold includes multiple thresholds including an optimization minimum, an optimization realization, and an optimization maximum.

31. (Original) The system of claim 30 wherein a user-selected available action is assigned to each of said multiple thresholds.

32. (Original) The system of claim 28 wherein said generic actions include at least one of send message, e-mail notification,

In re: Anderson et al.  
Filed: November 1, 1999  
Serial No.: 09/431,017  
Page 20

pager notification, purge logs, move resources to queue, recycle device, set statistic color, notification, log, select combination termination codes, and run automation script.

33. (Currently Amended) A call center management system for managing a call center including a plurality of different resources used for handling telephone calls, comprising:

call center resource data defining a plurality of call center resources in said call center;

a relationship manager, responsive to a user input, for accessing said call center resource data, for creating a graphical user interface presenting said plurality of different types of call center resources defined by said call center resource data to said user for selection, for assigning user-selected resources to a relationship profile, and for associating a relationship key field to said call center resource data corresponding to each of said user-selected resources;

action detail data defining a plurality of generic actions that can be taken within said call center;

an action builder, responsive to a user input, for accessing said action detail data, for creating a graphical user interface presenting said generic actions to a user for selection, for combining user-defined specific action details with user-selected generic actions to build user-defined available actions in said

call center;

goal data defining goals to be achieved within said call center; and

a strategy manager, responsive to user input, for accessing said goal data, for creating a graphical user interface presenting said goals and said available actions to said user for selection, and for assigning at least one user-defined threshold to a user-selected goal and for assigning at least one user-selected user-defined available action to said user-defined threshold such that said user-selected user-defined available action will occur when said user-defined threshold is met; and

statistics data representing statistics pertaining to resources in said call center; and

a statistics display manager, responsive to user input, for monitoring said statistics and for creating at least one graphical user interface displaying said statistics in at least one user-defined format, wherein said statistics display manager accesses said strategy profiles, compares said statistics with said at least one user-defined threshold, and provides an indication in said graphical user interface when said threshold has not met.

34. (Canceled)

35. (Currently Amended) The call center management system of claim  
3334 wherein said user-defined format is based upon one of said |  
relationship profiles.

36. (Original) The system of claim 33 wherein said system is  
implemented on at least one personal computer utilizing a WINDOWS-  
based operating system.